Work Culture of l.T.D.C.

2873. SHRI DHULESHWAR MEENA: Will the Minister of PARLIAMENTARY AFFAIRS AND TOURISM be pleased to state what is the new work culture parallel with international linkages evolved by the Chief of l.T.D.C. to make this undertaking a viable unit both frcflii tne point of view of customer satisfaction and return on public investmem?

THE MINISTER OF PARLIAMENTARY AFFAIRS AND TOURISM (SHRI H.K.L, BHAGAT): ITDC Management has taken the following steps io improve customers' service as also to make Hie Corporation a viable unit:

—Establishment of intern tlional marketing and reservation tie-ups with the Other Hotel Representatives (OHR) of Hong Kong and Golden Tulip hotels KLM etc. Of ITDC Hotels for-claim; use hy foreign tourists.

-—Strict control on operational and administrative expenditure.

—Setting up of ITDC's own Travel Agency. Grant of additional discount to local companies. Travel Agents. Public sector Undertakings, etc.

—Introduction of cheap package for domestic clientele.

—Promotion of ITDC properties in overseas market through participation in the Travel Trad,» forum?. A high Powered Committce inspects various Hotels and suggest remedial measures to improve their performance.

—Product improvement, etc.

As a result o'f ihe above measures taken by ITDC, the Corporation earned a profit of Rs. 125.44 lakhs during the year 1984-85. The projected profits Of the Corporation dating the current financial year 1985-86 arc likely to exceed Rs. lakhs.

Amount paid on account of loss of bank drafts

2874. DR. MOHD. HASHIM KIDWAI: Will the Minister 0f FINANCE be pleased to state:

(a) what is the quantum of payment made by the nationalised banks during the last tv/o years to their customers for loss of bank drafts by the bank themselves;

(b) what ts the number cf such lost bank draft; and

(c) what remedial measures Government propose to take in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRl JANARDHAN POOJARI): fa) to (c) Reserve Bank of India have reported that statistics of the type asked for is net being collected. However, specific complaints of loss of drafts by the banks are looked into by the concerned banks for appropriate remedial action.

Stock of chillies and Turmeric

2875. SHRI MUKHTIAR SINGH MALIK: Will the Minister of COMMERCE be pleased to stale:

(a) whelher Government are aware that stocks of chillies and turmeric have accumulation the country,

(b) whethar the Central Government propose to instruct the Spices Export Promotion Council to promt; experts of the above items from Andhra Pradesh:

(0) if so, the quantity likely to be exported during 1985-66; and

(d I ihe quantity during -vise?

THE MINISTER OF STATE IN THE MINISTRY OF TEXTI! ES (SHRl KHURSHin Al *XM* KHAN): (al No report regarding accumulation of slocks of chillies and turmeric in the country have been rece 1

(b) 1 he spices Export Promotion Council is already taking various steps to promote exports of spices including chillies and turmeric which include sponsoring of delegations of exports, contact promotion